



U.S. Appln. No. 10/090,579
Atty. Docket No. 01-4004C

2645 A
#6
VT
12/3/03

CERTIFICATE OF MAILING UNDER 37 CFR § 1.8(a)

I hereby certify that this Amendment is being deposited with the United States Postal Service on this date, 10/24/03, with sufficient postage as first class mail/priority mail addressed to Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Mary E. Anza

(typed or printed name of person mailing paper)

Mary E. Anza

(Signature of person mailing paper)

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

PATRICK PETERSON ET AL.

Application No.: 10/090,579

File: March 4, 2002

For: APPARATUS AND METHOD
FOR VISUALLY
REPRESENTING BEHAVIOR
OF A USER OF AN
AUTOMATED RESPONSE
SYSTEM

Examiner: Gauthier, Gerald

Group Art Unit: 2645

Customer No.: 32127

RECEIVED

OCT 29 2003

Technology Center 2600

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated July 30, 2003, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 12.